

MUSIC ON HOLD

Effective: July 1, 1994
Revised: January 5, 2004
Owner: Annette Madrid

Purpose

To define the Music On Hold (MOH) feature, when and how it is provided, and under what circumstances costs will be assessed to the requesting agency.

Scope

This policy applies to all State agencies served by Information Technology Services.

Background

MOH is a feature that provides music or message information to callers placed on hold, both to reassure callers they are still connected and to relieve boredom. Music can be provided with either premise-based, self-contained equipment playing recorded music or messages, or via a third-party MOH service provider delivered by means of cable or satellite. MOH service providers pay royalty fees to music publishers, ASCAP (American Society of Composers, Authors, and Publishers), BMI (Broadcast Music, Inc.), etc. The Division of Information Technology Services (ITS) provides royalty-free music tapes or discs to agencies for use with premise-based MOH equipment. As an alternative, agencies can customize tapes/discs, for example, using music and/or message information. Agencies that prefer customized tapes are responsible for creating or obtaining such media; ITS will recommend sources. Agencies are responsible for changing tapes/discs regardless of the source. Commercial radio stations, cassette players, CD players, or any other prerecorded music must not be connected or used as a music/message source. Agencies using these sources are liable for any resulting fees, penalties, or fines under Section 17 of the U.S. Copyright Law.

Policy

ITS will provide MOH on a telephone system at the request of any agency using that system. MOH connects to a telephone system port. It is a system-wide feature provided on all lines to all parties placed on hold. It cannot be applied on a line-by-line or per call basis. ITS recommends, therefore, that the requesting agency discuss the impact of



MOH with the manager of each workgroup that shares the telephone system.

The following MOH options are presently available:

Option 1: Third-party service provided via cable where available.

Option 2: Premise-based equipment (self-contained device).

Option 3: Third-party service provided via satellite.

ITS reserves the right to select the MOH source. ITS= first MOH choice is third-party service provided via cable (Option 1). In the event cable connectivity is unavailable or the requesting agency desires to customize MOH message information, then premise-based equipment (Option 2) will be substituted. Monthly costs for MOH, regardless of how provided, are included under the universal rate. ITS will provide Option 1 or 2 at no one- time cost (installation charge) to the requesting agency. If an agency insists on third-party service and cable connectivity is not available, thus requiring satellite connectivity (Option 3), then all associated one-time costs will be billed to the agency.

